

Rayat Shikshan Sanstha's
Karmaveer Bhaurao Patil Mahavidyalaya, Pandharpur, Dist.: Solapur

Certificate Course in Office
Management

(B.O.S.in Commerce)



RAYAT SHIKSHAN SANSTHA'S

**KARMAVEER BHAURAO PATIL MAHAVIDYALAYA, PANDHARPUR
DIST.SOLAPUR (MAHARASHTRA)**

A CERTIFICATE COURSE IN OFFICE MANAGEMENT

UGC Sanctioned Career Oriented Course

Organizing Department – Commerce

Credit system: 20 Credits (Theory 12, Practical/ Field Work/ Training: 08)

▪ **Objectives of the Course:**

1. To impart knowledge about office management.
2. To give practical knowledge about office management.
3. To improve the employability/job opportunities.

▪ **Nature of the Course:**

1. Name of the Course: **A CERTIFICATE COURSE IN OFFICE MANAGEMENT**
2. Duration of Course: 300 Hrs.
3. Eligibility : XII Std
4. Medium of instruction : English
5. Intake Capacity : 30
6. Faculty: As per requirement.

▪ **Structure of the Course:**

Sr. No	Code	Module	Credit	Distribution of Lecture				
				Theory	Practical	Field Work	Project Work	Assignment
1	COCOM 1	Theory	2	30				
2	COCOM 2	Theory	2	30				
3	COCOM 3	Theory	2	30				
4	COCOM 4	Theory	2	30				
5	COCOM 5	Theory	2	30				
6	COCOM 6	Theory	2	30				
7	COCOM-P-7	Practical	4		40			20
8	COCOM-P-8	Practical	4		40			20
		Total	20	180	80			40

▪ **Teaching Periods:-**

- 1) For each Theory 30 hours (i.e. Each credit 15 hours)
- 2) For each Practical 60 hours (i.e. Each credit 15 hours)

▪ **Nature Of Examination**

- 1) Internal and External Examination
- 2) Total Mark For Each Theory Paper : 100 Marks
(50 Marks Internal And 50 marks External Examination)
- 3) Total mark For Each Practical / Training : 100 marks
(As per course Requirement)
- 4) Duration of External Examination : 2hr for each theory and 4hr for each practical
- 5) Examination is based on each theory and practical

SYLLABUS

THEORY

COCOM 1 :Office and office Management

Office:

- Meaning & Definition - Nature Of Work importance & Function of office
- Office Stationary – Type On paper –Control on Consumption of paper

Office Management:

- Meaning & Definition of Office Management, Function Duties & Qualities of office Manager
- Meeting- Notice –Agenda Making Travel Arrangement
- Tour Program Hotel Accommodation Preparing T.A. bills. (2 Credits)

COCOM 2 : Organization Structure And Working Environment

- Importance Organization Structure Types of Organization Structure
- Advantages & Disadvantages of Diffraact types of Organization Structure
- Importance of Working Environment, Factor affecting Working Environment (2 Credits)

COCOM 3: Communication

- Meaning and definition of communication – Importance of communication in office management. Processes of communication. Types of communication.
- Effective Business written Communication:-
- Business writing structure- Business vocabulary –Common errors in Business Writing and dealing with them.

(2 Credits)

COCOM 4: Filing of office records and Documentation

- Filing of office records
- Types of files – Advantages and Disadvantages of each type.
- Safety and security of files. Importance of safety Security of files.
- Measure to ensure safety and security.

(2 Credits)

COCOM 5: Introduction of Computer

- Characteristics of Computer. Technology evaluations of computer
- Structure of Computer –Input and output Device of computer.

Electronic mail services

- Uses of password & Username, Email, Receiving & checking of E-mail
- Sending mail through e.-mail, Browsing and visiting of different sites.

(2 Credits)

COCOM 6: Office Records Management and Internet

- Secret document information general information & data.
- Importance and management of office Records. Principles of Records Keeping.
- General Accounting work-Tally- Meaning and Improvement of Internet.
- Downloading of different files.

(2 Credits)

COCOM-P-7 : Meeting & Filling

- Notice –Agenda - Travel Arrangement- Tour Program- T.A. bills

- Need –Types – System

Records Management and Documentation

- Information & data –General Accounting –Tally
- Importance - Safety and security

(4 Credits)

COCOM -P8 :

- **Communication & written Communication**
- Process- types- Structure –Vocabulary – Errors –Dealing with Them
- **Internet and E-mail**
- Use- password – Username –Receiving – Checking – Sending – Browsing
- Downloading

(4 Credits)

Books Recommended

1. Office Management : Chopra and Chopra
2. Office Organization and Management : Sharma & Gupta
3. Office Management :Krishana Murti
4. Computer Fundamentals :- D.P. Nagpal
5. Basic Business Communication : Raymond V. Lesikour
6. Accounting With Tally : Dinesh Maidasini
7. Communication Skills :Lesiker
8. Organizational Behavior : P. Das

A) Nature of Theory Question Paper :

A. Internal:

1. Unit Test 1 -20 Marks
2. Unit Test 2 -20 Marks
3. Assignments/Seminar – 10 Marks (Total 50 Marks)

B. External: Total Marks: 50 Time: 2 Hours

- | | |
|---|-----------|
| Question No. 1. Multiple Choice questions | 10 Marks |
| Question No. 2. | 10 Marks. |
| Question No. 3. | 10 Marks. |
| Question No. 4. | 10 Marks. |
| Question No. 5. | 10 Marks. |

B) Nature of Practical Question Paper :

1. Internal : Practical : 20 Marks
2. External: Practical / Project Work/ Field Work/Training Report: 80 Marks.

Scheme of Evaluation:

The candidate has to appear for internal evaluation of 50 marks and external evaluation (college examination) for 50 marks for each theory paper/ practical. The nature of internal evaluation will be decided by the respective co-ordinator. The internal evaluation is a process of continuous assessment.

Passing Standard:

The student has to secure a minimum of 4.0 grade point(Grade C) in each paper/practical. There is a separate passing in internal and external examination. A student who secures less than 4.0 grade point in paper/practical in either internal or external examination will be declared fail in that paper/practical. A student who fails in internal/external examination will have to appear for the failed examination only. The student performance will be declared in a letter grade on ten point scale.

Conversion of marks in to grades:

A table for the conversion of the marks obtained by a student in each paper/practical (out of 100 marks) to grade point is given below.

Sr.No.	Range of Marks	Grade	Grade Point
1	80-100	O	10
2	70-79	A ⁺	9
3	60-69	A	8
4	55-59	B ⁺	7
5	50-54	B	6
6	45-49	C ⁺	5
7	40-44	C	4

Calculation of Grade Point Average (GPA):

$$\text{GPA} = \frac{G_1 \times C_1 + G_2 \times C_2 + \dots}{\sum C_i}$$

Where G_i : Grade point scored in i^{th} paper/practical

C_i : credits allocated for the i^{th} paper/practical.

Conversion of average grade points into grades:

The student performance of course will be evaluated by assigning a letter grade on ten point scale as given below:

GPA	Letter grade
9.5 - 10	O
8.5 - 9.4	A ⁺
7.5 - 8.4	A
6.5 - 7.4	B ⁺
5.5 - 6.4	B
4.5 - 5.4	C ⁺
4.0 - 4.4	C



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